

# Modern Slavery and Human Trafficking Indicator List for the Hotel Guests

## What are some of the signs I should be looking out for when interacting with guests?

The list below contains types of indicators that would raise your suspicion. If you notice 3 or more of these indicators, please follow the process for reporting indicators.

### Front of House

- Last minute/walk-in bookings
- Guest lists local address at registration
- If a group book in: one person signs-in for the whole group
- Booking made in a different name to those who check-in
- Odd request for room location: e.g.: at end of corridor, overlooking car park, next to fire exit or lift. Requests interconnecting rooms
- One guest is controlling ID of accompanying person
- One guest is controlling or dominating towards accompanying person
- Accompanying person is submissive, doesn't speak, no eye contact, appears subdued
- Limited or excessive baggage and request for assistance declined
- Guest is refusing to leave a copy of the credit card and willing to pay in cash for multiple nights in advance
- Noise complaints by other guests
- Adult guests who appear secretive about their visit or trying to conceal that they are with a young person or are buying alcohol for someone who you suspect is under 18 years old
- Numerous adults and young people coming to the hotel who don't appear to have a reason for being there
- Guests arriving and asking for a specific room number without knowing the name of the person who the room is booked under
- Guest is a young person with boyfriends/girlfriends who seem to be much older

This guidance has been created to be used along with the Stop Slavery Blueprint.  
Learn more: [www.shivafoundation.org.uk/our-work/stop-slavery-blueprint](http://www.shivafoundation.org.uk/our-work/stop-slavery-blueprint)

- Use of porn channels in rooms with children
- Pre-paid bar tab to a room where children stay
- Guests extend their room reservation one day at a time and continue to pay in cash
- Guests are unable to provide basic information or provide inconsistent stories
- Guests (especially if they seem like domestic staff) are not in possession of their own identity documents
- Guests (especially if they seem like domestic staff) appear malnourished and/or unkempt. They may display signs of abuse
- Guest is sitting in front of lifts for long periods of time
- Receiving unusual number of visitors in public areas and/or in their rooms
- Guests who move in and out of the premises regularly at unusual hours
- Young people loitering in public areas including the restaurant or bar
- Guest arrives with or is seen with alcohol that they have purchased off the hotel premises and not from the hotel bar, especially if minors or young adults are known to be present in their hotel room
- Guests are reluctant to use hotel amenities
- Guests (especially if they seem like domestic staff) are seen to work excessive hours around the hotel
- Guests (especially if they seem like domestic staff) movements are restricted/not allowed to do anything without the employer
- Unattended bags or parcels in common areas which might be connected to criminal operations

### **Housekeeping, Maintenance and Room Service**

- Do Not Disturb sign for duration of stay but lots of requests for towels and amenities
- Guest rooms found to contain lots of excessive rubbish, smoking and drug paraphernalia, excessive amount of condom wrappers/waste, and evidence of filming equipment
- A stream of visitors to a guest room, despite Do Not Disturb sign
- Excessive noise or evidence of parties

- Requests for extra towels and/or bedding
- Unusual odors or stains which may be linked to chemicals or drugs
- Refusing services of daily room attendant
- Lack of luggage in room
- Evidence of children and alcohol/drugs/smoking/condom wrappers and waste
- Unusual activity in the corridors: guests in corridors at times when you wouldn't usually see guests
- The room assigned to guests who have domestic staff doesn't have sufficient sleeping space for family members and the domestic worker
- Request for alcohol where minors are present
- Request for food from child menu at odd times
- Frequent room service requests paid for by cash
- Room service attendant refused entry to the room when delivering order

### Food and Beverage

- Guest is behaving in a controlling manner, not allowing accompanying party to speak, ordering for them, buying them 'treats'
- Guest is behaving in a submissive way, lack of eye contact, not talking, sitting in secluded area. Subdued if sitting on own – doesn't answer to name as false name is being used
- Young people with significantly older guests in the restaurant or bar
- Young people appearing to purchase alcohol and having to follow Challenge 25 protocols
- Guests (especially if they seem like domestic staff) don't eat with the rest of the family

### Security

- Unusual or suspicious activity observed using surveillance equipment
- Guests using hotel parking facilities excessively or in an unusual manner
- Unattended bags or parcels in common areas that might be connected to criminal operations

- Guests observed moving in and out of the premises regularly at unusual hours
- Guests using lifts excessively or in an unusual manner
- Guests creating excessive noise or evidence of parties, potentially disrupting the peace and safety of other guests
- Guests presenting identification that appears inconsistent or suspicious
- Guests displaying suspicious behavior, such as loitering in restricted areas or acting in a manner that raises security concerns
- Guests seen in corridors at times when typical guest activity is not expected
- Guests arriving or leaving the premises regularly at unusual hours, particularly during late-night hours
- Security alerts or reports from other hotel staff regarding guest behavior or activities

### **Sales and Marketing**

- Unusual block bookings from 3rd party distributors (e.g.: long stay in airport hotels)
- Last-minute reservation changes
- Unusual requests for privacy (e.g., insisting on limited room housekeeping)